



**REPLY DECLARATION OF PAUL A. LACOUTURE AND  
VIRGINIA P. RUESTERHOLZ**

**ATTACHMENT 37**

**REDACTED – FOR PUBLIC INSPECTION**

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**REPLY DECLARATION OF PAUL A. LACOUTURE AND  
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**ATTACHMENT 38**

**REDACTED – FOR PUBLIC INSPECTION**

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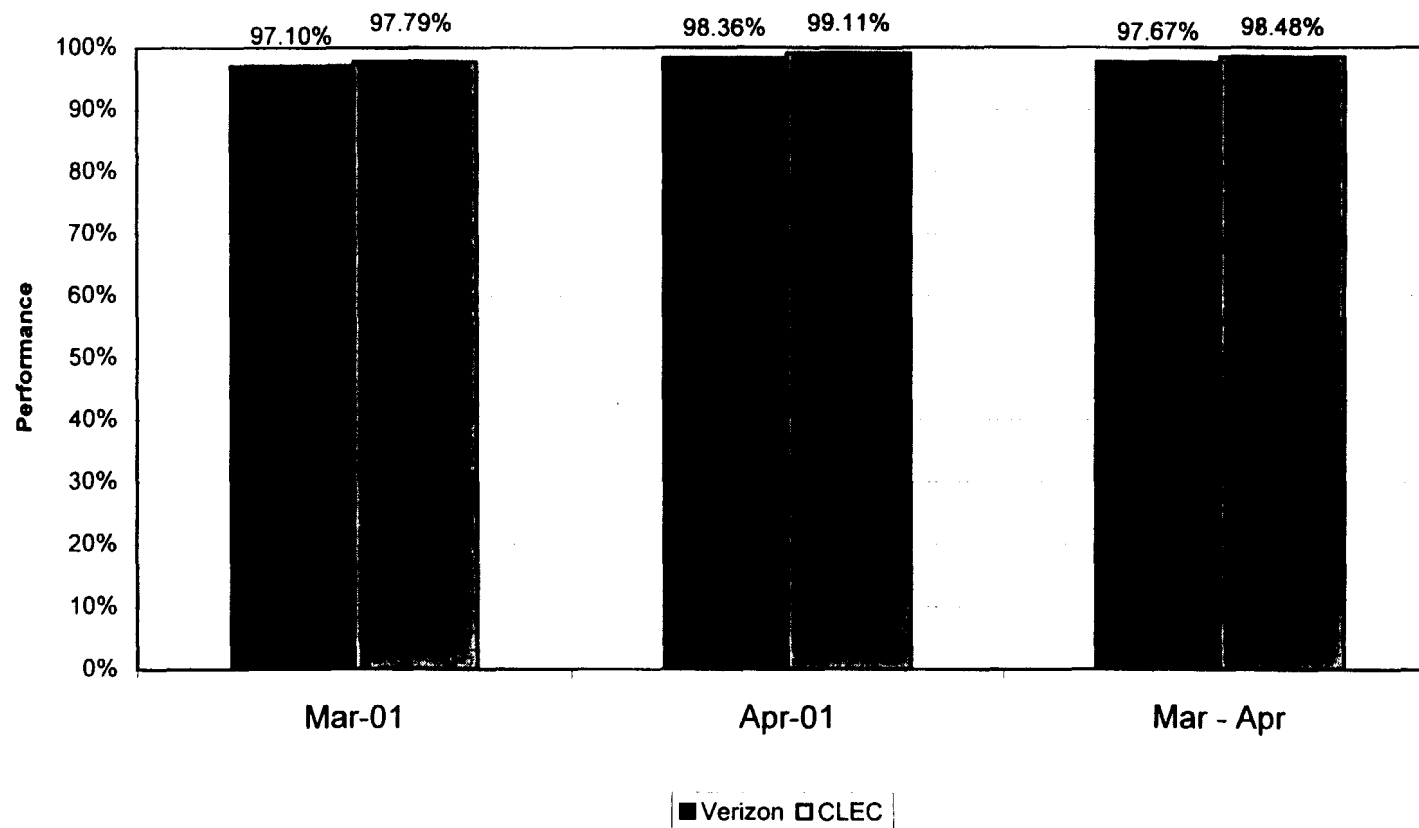


REPLY DECLARATION OF PAUL A. LACOUTURE AND  
VIRGINIA P. RUESTERHOLZ

ATTACHMENT 39



**New York - Trunks**  
**% Appointments Met - Verizon - Total (Inverse of PR-4-01)**  
**Mar - Apr 01**



**New York - Trunks**  
**Provisioning - % Missed Appointments - Verizon - Total (PR-4-01)**  
**Mar - Apr**

**PR-4-01**

Mar-01      Apr-01      Mar - Apr

Verizon	Performance	2.90%	1.64%	2.33%
	Observations	22522	18379	
CLEC Aggregate	Performance	2.21%	0.89%	1.52%
	Observations	27389	30427	

**Inverse of PR-4-01 (% Appointments Met)**

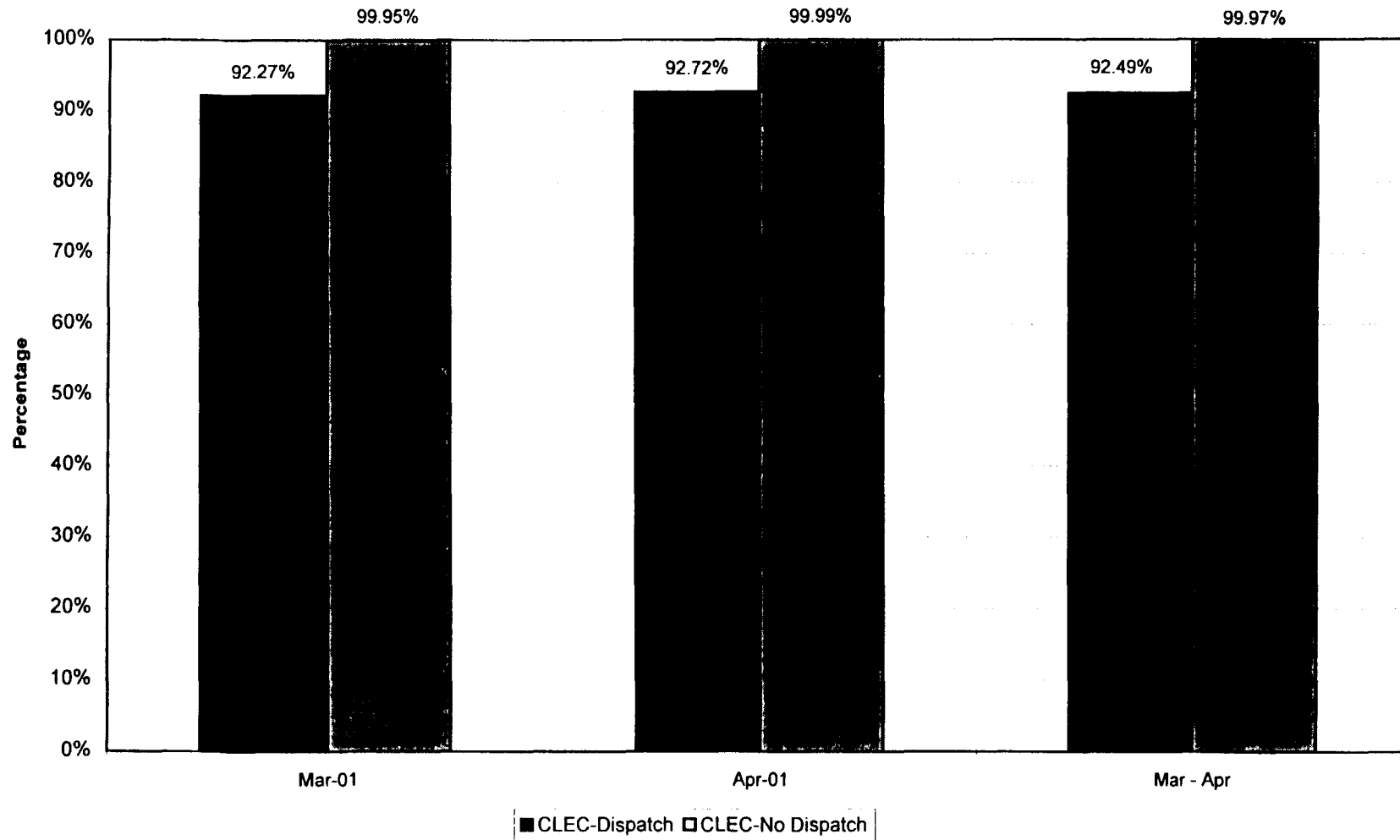
Verizon Performance	97.10%	98.36%	97.67%
CLEC Performance	97.79%	99.11%	98.48%



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**ATTACHMENT 40**

**New York - POTS Platform**  
**Provisioning - % Appointments Met - Verizon - Dispatch and No Dispatch - Platform**  
**(Inverse of PR-4-04 and PR-4-05)**  
**Mar - Apr 01**



**New York - POTS Platform**  
**Provisioning - % Missed Appointments - Verizon - Dispatch and No Dispatch**  
**PR-4-04 and PR-4-05**  
**Mar - Apr 01**

Mar-01    Apr-01    Mar - Apr

**Percent Missed Appt. - Verizon - Dispatch - Platform**  
**(PR-4-04)**

Verizon
Performance
Observations
CLEC
Performance
Observations

14.54%	12.86%	13.69%
79643	81950	161593

7.73%	7.28%	7.51%
9503	9065	18568

**Percent Missed Appt. - Verizon - No Dispatch - Platform**  
**(PR-4-05)**

Verizon
Performance
Observations
CLEC
Performance
Observations

0.07%	0.09%	0.08%
603667	464715	1068382

0.05%	0.01%	0.03%
227363	168108	395471

**% Appt. Made = Inverse of PR-4-04 and PR-4-05**

**Dispatch (PR-4-04)**

VZ	85.46%	87.14%	86.31%
CLEC	92.27%	92.72%	92.49%

**No Dispatch (PR-4-05)**

VZ	99.93%	99.91%	99.92%
CLEC	99.95%	99.99%	99.97%



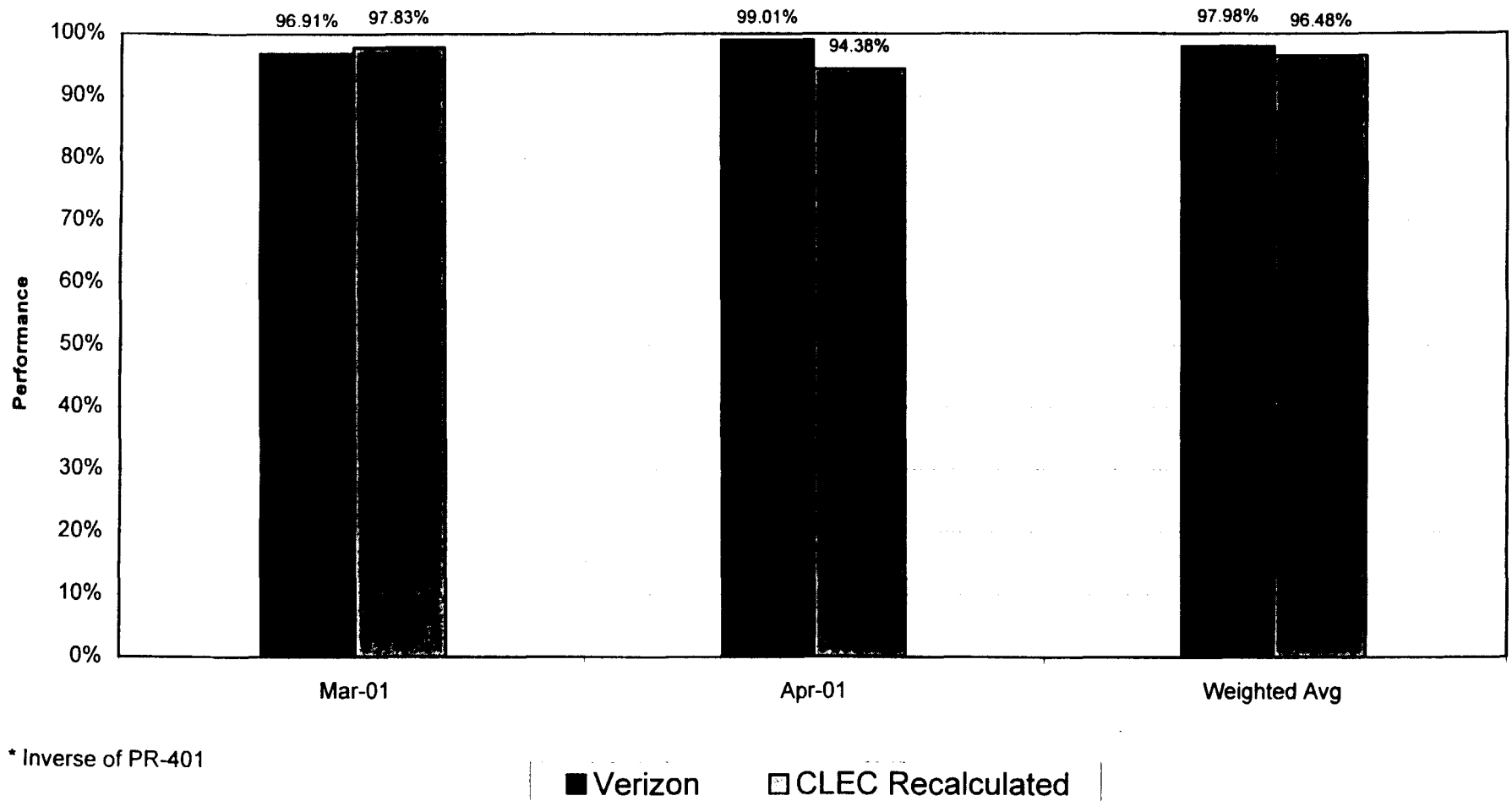
**REPLY DECLARATION OF PAUL A. LACOUTURE AND  
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**ATTACHMENT 41**

**REDACTED – FOR PUBLIC INSPECTION**



**New York - UNE IOF Provisioning  
Percent Appointments Met - Verizon - Total (PR-4-01)\*  
CLEC Performance  
Mar-01 - Apr 01**



**New York - UNE IOF Provisioning**  
**Recalculation- % Missed Appointments - Verizon - Total (PR-4-01)**  
**Mar 01 - Apr 01**

**PR-4-01**

Mar-01    Apr-01    Weighted Avg

**CLEC Aggregate**

Observations  
 Reported Missed Appointments  
 Adjusted Missed Appointments  
 Reported Performance  
 Recalculated Performance  
 Inverse of Reported  
 Inverse of Recalculated

138	89	
27	21	
3	5	
19.57%	23.60%	21.15%
2.17%	5.62%	3.52%
80.43%	76.40%	78.85%
97.83%	94.38%	96.48%

**Verizon**

Reported  
 Observations  
 Inverse of Reported

3.09%	0.99%	2.02%
97	101	
96.91%	99.01%	97.98%

**REDACTED – FOR PUBLIC INSPECTION**

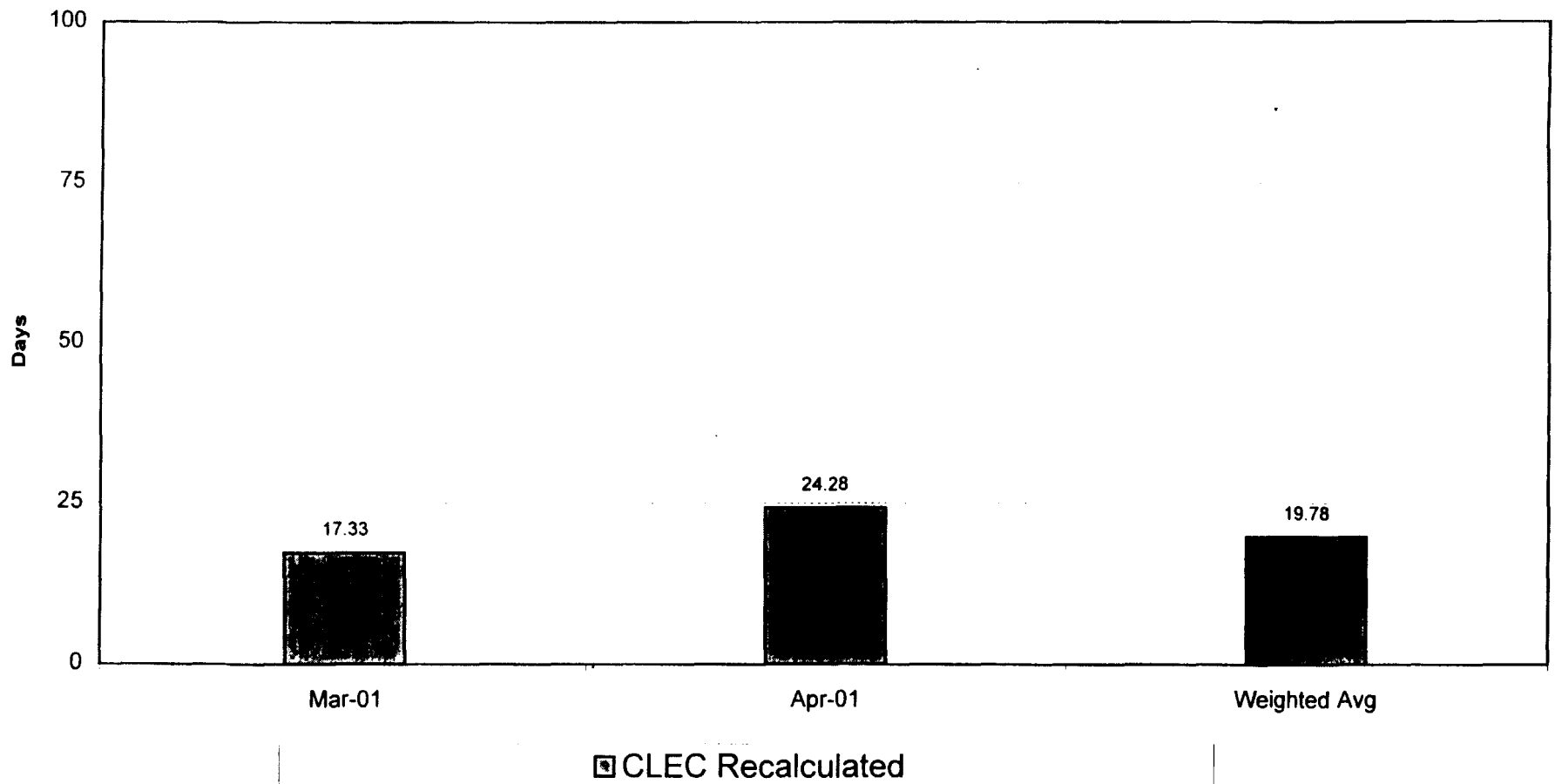


REPLY DECLARATION OF PAUL A. LACOUTURE AND  
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ATTACHMENT 42

REDACTED – FOR PUBLIC INSPECTION

**New York - UNE Provisioning  
Average Interval Completed - IOF (PR-2-09)  
CLEC Performance  
Mar 01 - Apr 01**



**New York - UNE Provisioning**  
**Recalculation- Average Interval Completed - IOF (PR-2-09)**  
**Mar 01 - Apr 01**

**PR-2-07**

CLEC Aggregate
Observations
Reported Average Interval
Adjusted Observations
Adjusted Average Interval

Mar-01      Apr-01      Weighted Avg

72	40	
29.79	37.20	32.44

46	25	
17.33	24.28	19.78

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